

**Department of Industrial Accidents**  
**Clinical Review Procedure - with Internal Guideline Development required for Review**

1. Internal Guidelines are developed to address medical conditions for which no primary (HCSB treatment Guideline/Criteria) or secondary source treatment guideline applies.
2. When such condition is identified the licensed UR reviewer shall forward such request to the UR supervisor, on the same business day of receipt of request.
3. By next business day, the UR supervisor forwards the case to the UR Medical Director/designee for review. If the Medical Director/designee assesses the need for additional medical information to complete review, Medical Director/designee follows procedure for the request of additional clinical information (Exhibit F).
4. If Medical Director/designee determines no additional medical information is needed, the Medical Director/designee must issue a determination within two business days of date of request for prospective reviews and 10 days of the adverse determination for retrospective reviews.
5. **While clinical experience may be considered in the development and application of the guideline to be used for the condition under review, said determination must be research based, and cannot be determined solely on the clinical experience of the reviewer.**
6. **Date of request, research standards applied, and clinical rationale must be documented in UR case notes and shall be available for review by the Department of Industrial Accidents upon request.**

**Determinations**

**All determinations:**

1. All determinations including approvals must be based on a guideline. If the condition is not addressed in the HCSB guidelines, the reviewer must utilize a secondary source, if the condition is not addressed in the secondary source then an Internal Guideline must be developed.

**Approval:**

1. Approval letter must be sent within two business days of date of receipt of UR request, except when there was a request for additional medical information. Approval letters sent after request for additional medical information must be sent within two business days of receipt of medical information. Date of request, receipt of additional medical information, and clinical rationale must be documented in UR case notes and be available to the Department upon review of said determination.

**Adverse Determination:**

1. AD issued, as a result of internal guideline review/development does not require a school-to-school review prior to issuance of AD if a same school practitioner was involved in the development of the Internal Guideline. AD determination must be based on scientific research and clinical practice standards.
2. AD letter must include research standards, clinical rationale, identification of the Internally Developed guideline used for the review and how to obtain a copy of the I.G. and the procedure to appeal the determination.
3. Documentation in the UR record must include the date and type of review being conducted, the name and school of the ordering practitioner requesting the review, the review determination, clinical rationale, scientific research standards supporting the determination, name and specialty of the same school practitioner involved in the development of the internal guideline, and any notes and correspondence regarding the case under review. This information must be made available upon request to the Department of Industrial Accidents.

4. When such determination is based on request and receipt of additional medical information AD letter must be sent within two business days of receipt of additional medical information for prospective reviews and within 10 days of the adverse determination for retrospective review.
5. Date of request for additional medical information and date of receipt of medical information must be documented in UR case notes.
6. All Internal Guidelines must be documented and formatted in a pattern similar to the HCSB Treatment Guidelines, reviewed and updated as necessary (but at least annually), and shall be available for review by the Department of Industrial Accidents upon request.